

AMENDMENTS TO THE CLAIMS:

This listing of the claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A software-based method that allows callers [accessing]to access an information [center]site or an application site on the internet by one or more client devices comprising a telephone, a mobile phone and a data device, the method comprising the steps of:

[to access]performing a transaction session by accessing a data source comprising at least one of the information site and the application site in multiple phases, the transaction session comprising at least one client interaction session and a data source interaction session, the client interaction session comprising a data access session with the client interface, the data source interaction session comprising a session with business logic corresponding to the data source, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session; [. The]

storing session data relating to the transaction session in a memory device, the session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the session data being saved at different steps of the transaction session; and

using the stored session data to allow the user to caller may] drop [the] a call constituting one of the multiple phases, and call back at a later time to continue the transaction session with one of the information site and the application site during another one of the multiple phases.

2. (Currently Amended) A system as claimed in claim [1, where]6, wherein callers [can] access the system [with a variety of devices (]multi-modally[[])] using a plurality of different devices in [each phase]during respective ones of the multiple phases of interaction[(a telephone in one phase, a data device in another phase)].

3. (Currently Amended) A system as claimed in claim [1, where users]6, wherein each user accessing the system [are]is identified using at least one of a combination of username and password, [or]a pin and pass-code, [or] cookie information, [or]and other [similar] identification technique [possible]available through the use of the client device.

4. (New) A method as claimed in claim 1, wherein the session data allows the user to continue the transaction session at substantially the same point during the transaction session where the call was earlier dropped or data contact was terminated

5. (New) A method as claimed in claim 1, wherein the storing step comprises the step of storing session data in a memory device corresponding to a session

management gateway connected downstream of the information site or the application site via the internet and upstream of the client devices.

6. (New) A method as claimed in claim 5, wherein the storing step comprises the step of storing the session data in the memory device independently of the information site, the application site, the business logic, a back end data server, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway.

7. (New) A method as claimed in claim 5, wherein the session data is retained in the memory device even during the absence of the user device being connected to the session management gateway.

8. (New) A method as claimed in claim 7, wherein the session management gateway maintains the transaction session with the data source for a selected period of time after a client interaction session between the information site or the application site and a user device is dropped, and a subsequent client interaction session initiated to participate in the transaction session with the data source is mapped to the transaction session by the session management gateway.

9. (New) A system for managing access of a user device to a data source comprising at least one of an information site and an application site on the internet comprising:

a session management gateway connected downstream of the data source via the internet and upstream of a user device; and

a memory device read from and written to by the session management gateway and not by a user interface module, nor the user device, nor a back end data server, nor the data source;

wherein the session management gateway is programmable to store transaction session data in the memory device that relates the user to a transaction session with the data source, the transaction session comprising at least one client interaction session and a data source interaction session, the client interaction session comprising a data access session with the client interface, the data source interaction session comprising a session with business logic corresponding to the data source, the transaction session data being stored independently of the information site, the application site, the business logic, a back end data server, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway for participation in the transaction session, to associate user identification data corresponding to the user with the transaction session data for that user, and to map any subsequent interaction sessions initiated by the user using the user device or another device with the transaction session by using the user identification data after the user has identified himself.

10. (New) A system as claimed in claim 9, wherein the data source comprises a single application and the session management gateway interacts with the single application for the transaction session, and the system is operable to support multiple phases with respect to the transaction session, the multiple phases comprising different client interaction sessions via the one or more user devices to participate in at least part of the transaction session, the user device being a telephone in one phase, and a data device in another phase.

11. (New) A system as claimed in claim 9, wherein the session management gateway is operable to store transaction session data corresponding to plural transaction sessions in the memory device independently of the information site, the application site, a back end data server, the business logic, the client device, and the access medium employed by the client device to establish an interaction session to access the session management gateway to avoid being application-specific.

12. (New) A system as claimed in claim 9, wherein the transaction session data is retained in the memory device even during the absence of the user device being connected to the session management gateway.

13. (New) A system as claimed in claim 12, wherein the session management gateway maintains the transaction session with the data source for a selected period of

time after an client interaction session between the data source and a user device is dropped, and a subsequent client interaction session initiated to participate in the transaction session with the data source is mapped to the transaction session by the session management gateway.

14. (New) A system as claimed in claim 9, wherein the transaction session data is retained in the memory device a predetermined period of time and then deleted therefrom if no other phases or client interaction sessions are commenced during the predetermined period of time.

15. (New) A system as claimed in claim 9, wherein the transaction session data is saved to the memory device at different events in the transaction.

16. (New) A system as claimed in claim 9, further comprising at least one other session management gateway being configured to access the memory device and to store transaction session data therein.

17. (New) A system as claimed in claim 16, wherein the session management gateways connected to the memory device are operable to maintain respective phases comprising client interaction sessions in the same transaction session.

18. (New) A method for managing access of a user device to a data source comprising at least one of an information site and an application site on the internet comprising the steps of:

establishing a first client interaction session with a session management gateway connected downstream of the data source via the internet and upstream of the user device to initiate a transaction session with the data source;

storing transaction session data relating to the transaction session in a memory device read from and written to by the session management gateway and not the user interface, nor the user device, nor a back end data server, nor the data source, the transaction session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the transaction session data being saved at different steps of the transaction session;

terminating the first client interaction session;

initiating a second client interaction session at the user device or another device wherein the user provides user identification data to the session management gateway; and

mapping the second client interaction session with the transaction session by using the user identification data after the user has identified himself.

19. (New) A computer-readable storage device operable to store transaction session data relating to transaction sessions, the transaction sessions comprising data access sessions to access a data source selected from an information site and an

application site on the internet in multiple phases, the transaction session comprising at least one client interaction session and a data source interaction session, the client interaction session comprising a data access session with the client interface, the data source interaction session comprising a session with business logic corresponding to the data source, the transaction session data being stored independently of the information site, the application site, the business logic, the client device, and the access medium employed by the client device to establish an interaction session to participate in the transaction, the multiple phases comprising different client interaction sessions via the one or more client devices to participate in at least part of the transaction session, the transaction session data comprising user identification data for associating the transaction session to a user participating in the transaction session, the transaction session data being saved by the computer-readable storage device at different steps of the transaction session.

20. (New) A computer-readable storage device as claimed in claim 19, wherein the computer-readable storage device is operable with a session management gateway connected downstream of the data source and upstream of the client devices, the session management gateway being operable to manage the transaction sessions independently of the data source, the business logic, the client devices and access medium employed by the client devices, and the transaction session data is retained in the computer-readable storage device even during the absence of the user device being connected to the session management gateway.

21. (New) A computer-readable storage device as claimed in claim 19, wherein the transaction session data is retained in the computer-readable storage device for a predetermined period of time and deleted therefrom if no phases or client interaction sessions are commenced during the predetermined period of time.